

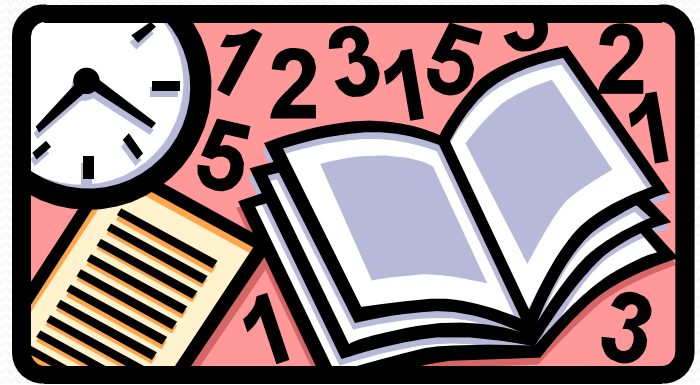
Workforce Investment Act One Stop System Overview

Presented by:

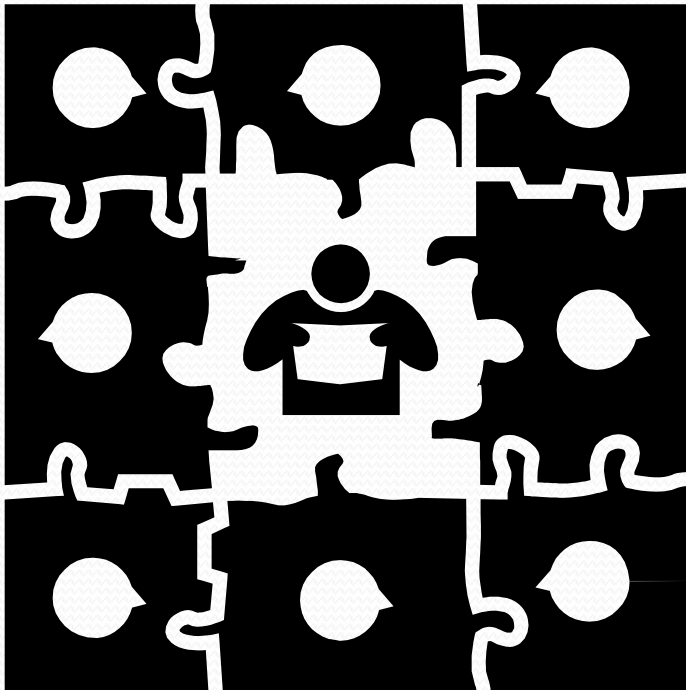
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What We Will Cover

- Intent of WIA One Stop Structure
- Oklahoma Example
- What is your role in moving this forward?

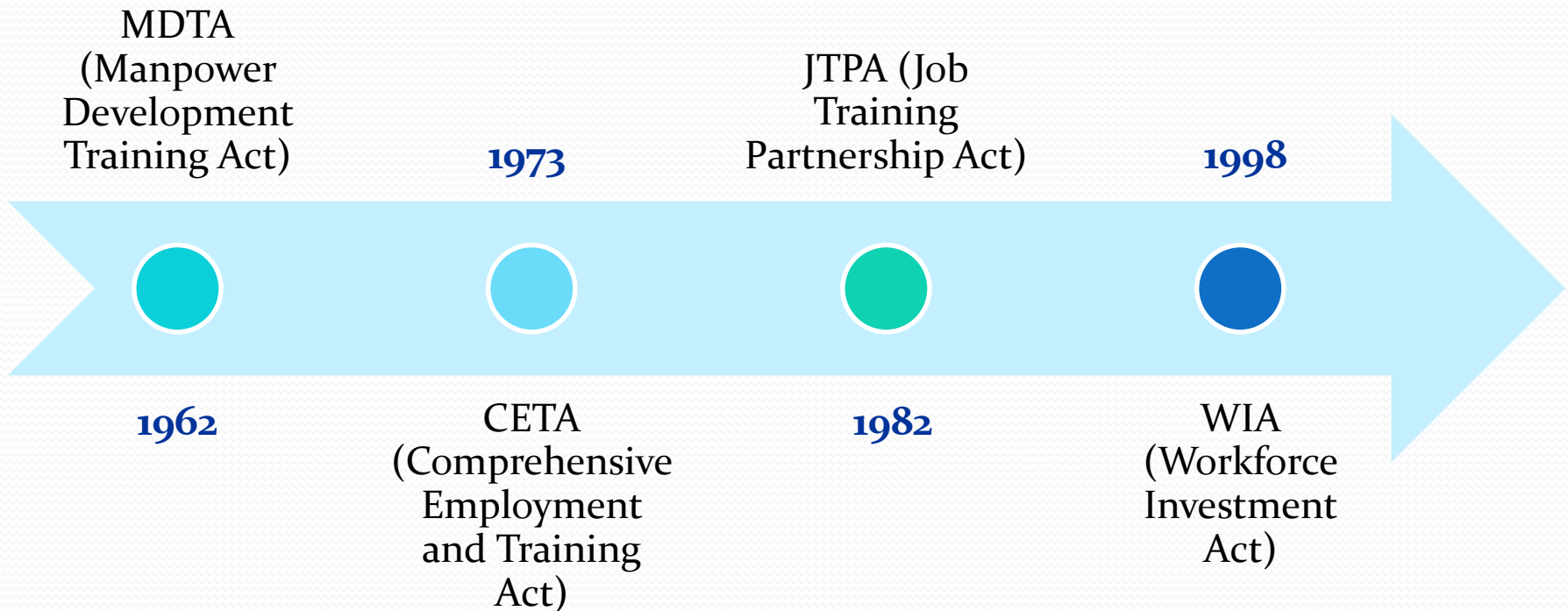


Intent of WIA One Stop Structure

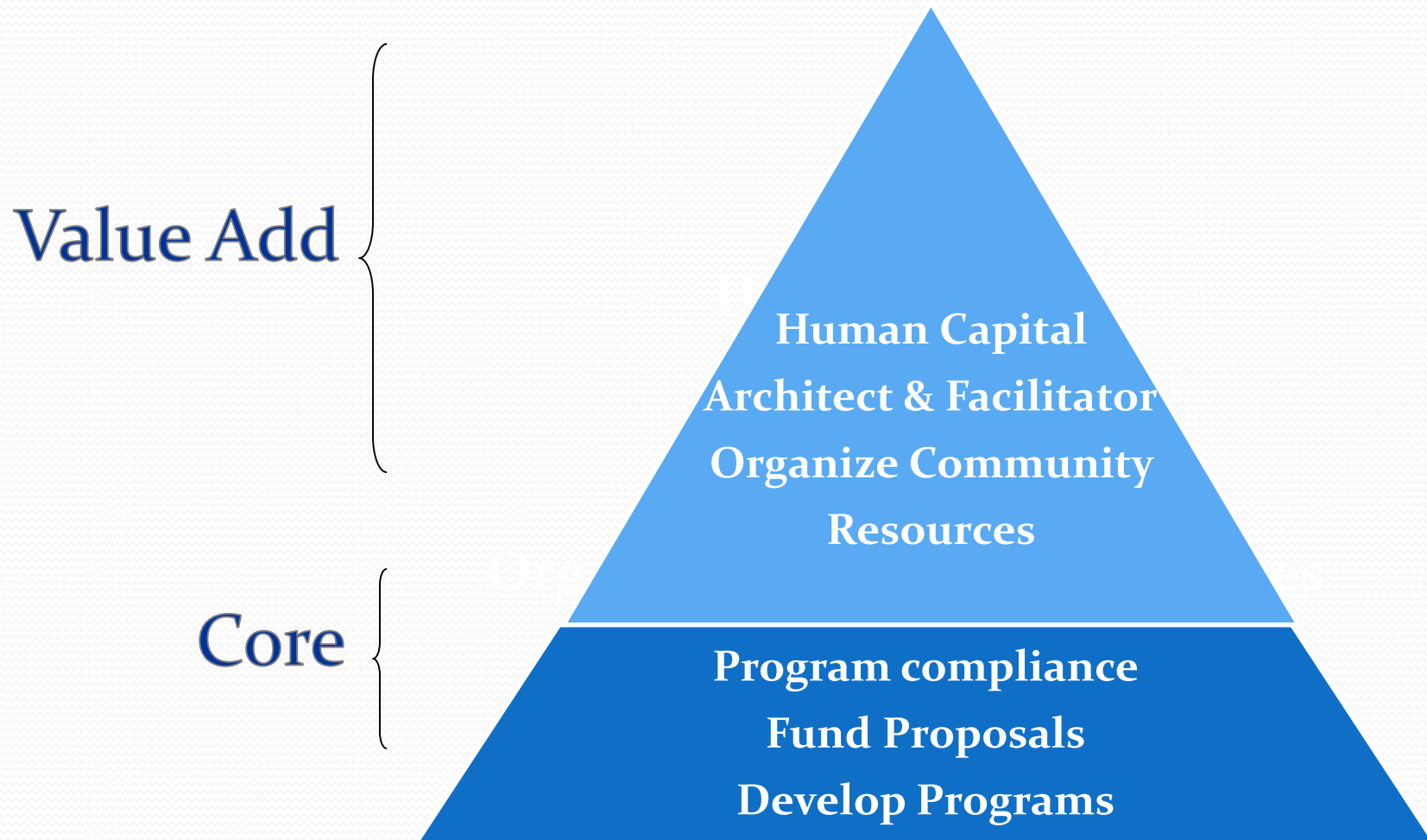


- To truly *align* and *braid*
 - Services
 - Resourcesto meet customer needs

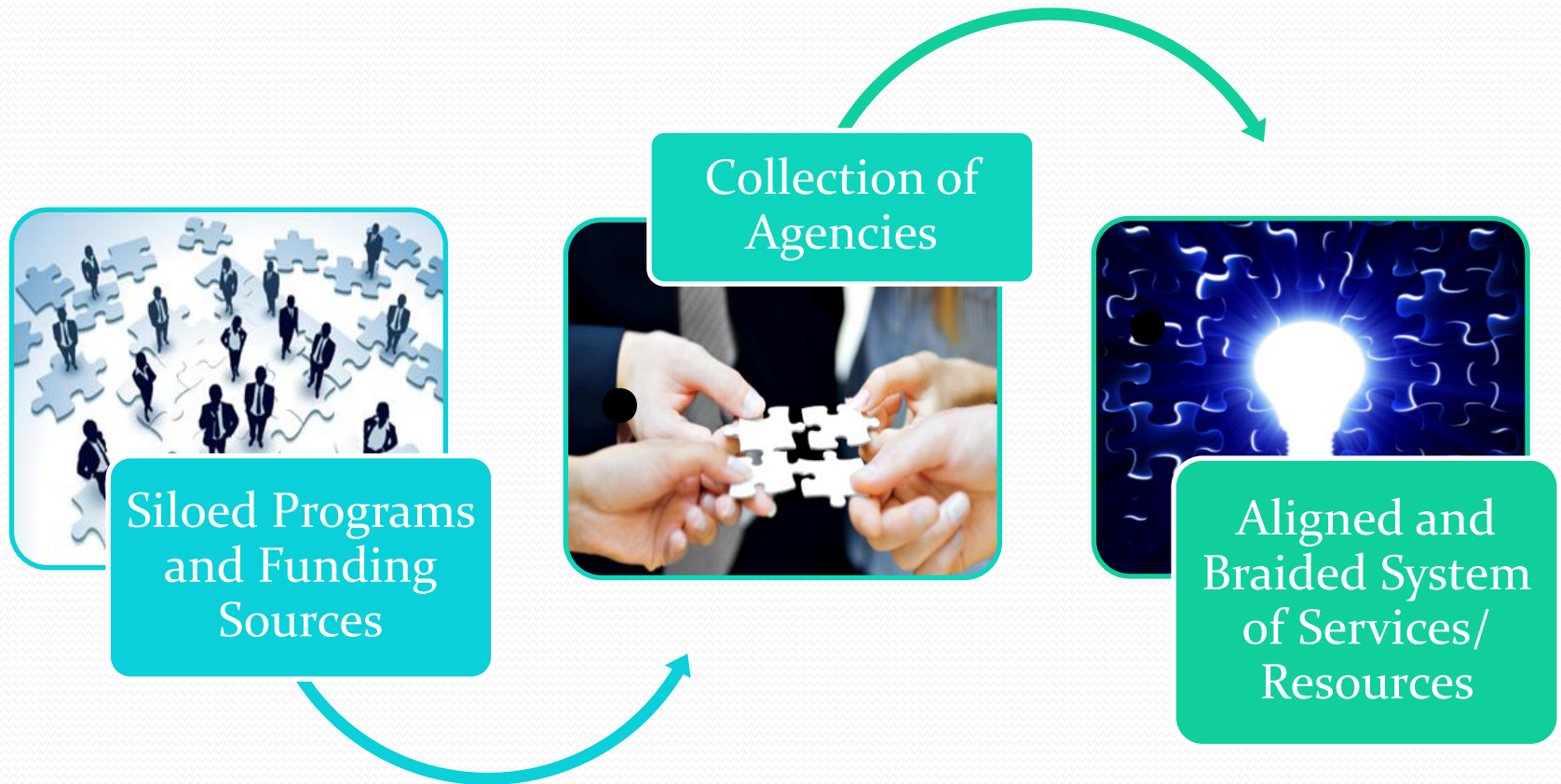
Historical Perspective



Board Evolution



System Evolution



Why Is This Important?

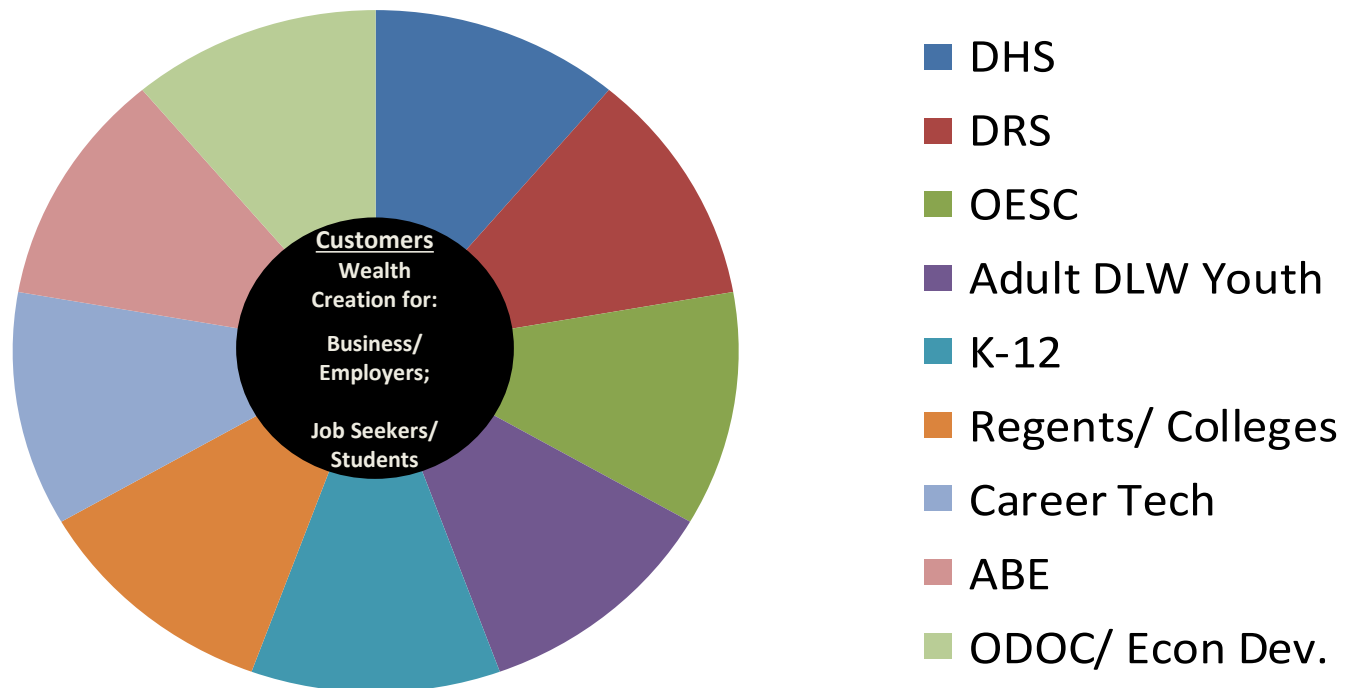
- Current skills mismatch
- Need an effective on-going talent pipeline
- Requires a workforce development *system* not a collection of agencies

Oklahoma Works!

“A New Day, New Way”

Customer Focused, Business Driven

System Thinking & Alignment



How Did This Evolve?

- Studies
 - Tom Coburn
 - Governor's Council for Workforce and Economic Development
- Oversight Committee
- Task Force




What is It? A Process to...

1) **Build** and **align** all agencies into a community-wide system



2) **Certify** the System





Oklahoma Works!

"A NEW DAY, NEW WAY" Regional "System" Certification
Executive Summary – 11/9/13

What is it?

It is a process to focus all education and training partners toward the common goal of wealth creation for individual Oklahomans and Oklahoma employers. It establishes an operational framework for program alignment and customer service. The ultimate result will be a talent pipeline of appropriately skilled and credentialed Oklahomans that will meet the talent demands of Oklahoma employers.

This process will serve to **create, build, evaluate and certify** a comprehensive workforce development **SYSTEM** within each region. This system will:

- Create user-friendly, customer-focused service delivery models that will transcend agency programs and silos;
- Provide consistent, high-quality services to employers and job seekers throughout the state;
- Ensure services to employers and job seekers are consistent, while encouraging local and regional adaptation;
- Create a new normal surrounding stellar customer focus, program alignment and partner collaboration; and
- Result in increased credentials and degrees that are in demand based on regional ecosystem data

To **create and build** this system, partners must:

- Look at the system holistically;
- Look at where their particular agency and its services fit into the larger system vision;
- Commit to jointly producing the tools and processes needed to implement a workforce system;
- Utilize service, process and resource maps to ensure services are being provided across agencies and programs in order to provide better more streamlined service, eliminate duplication; and
- Produce a regional talent supply chain to support the regions employers.

The certification process **evaluates**:

- How well partners are working together to create a skilled and credentialed talent supply chain to help employers grow, prosper and create wealth; and
- Whether a region has built a local workforce development system from all of the local players who provide education, workforce and training services and products to job seekers, trainees, and businesses within the region.

A region becomes "**certified**" When it meets the required certification standards and demonstrates it has jointly implemented an effective and comprehensive workforce development **system strategy** that includes:

- A **community-wide unified** talent/ workforce development **plan** based on the competency requirements (skills, knowledge, and abilities) needed for current and future local jobs that are key to community growth, prosperity and wealth creation;
- A **common** talent development **vision** shared by all partners within the community;
- **Common goals** to reach that vision shared by all partners within the community;
- An approach to **serving job seekers** that is **integrated** across all the partner agencies; and
- An approach to **serving businesses** that is **integrated** across all the partner agencies; and
- A demonstration that their approach and plan is producing the **desired outcomes**.

Becoming a "**certified system**" will demonstrate that the region can support business expansion, business retention and business attraction. It will also show that they are: providing integrated services, focusing on the customer, supporting economic development; and ultimately creating wealth for Oklahoma.

System Building and Alignment Steps



Role of the WIBs

- Convene the partners
- Lead the system building and alignment process
 - Unified planning
 - Service mapping
 - Process mapping
 - Resource mapping
 - Continuous improvement
- Add standards and measures as needed

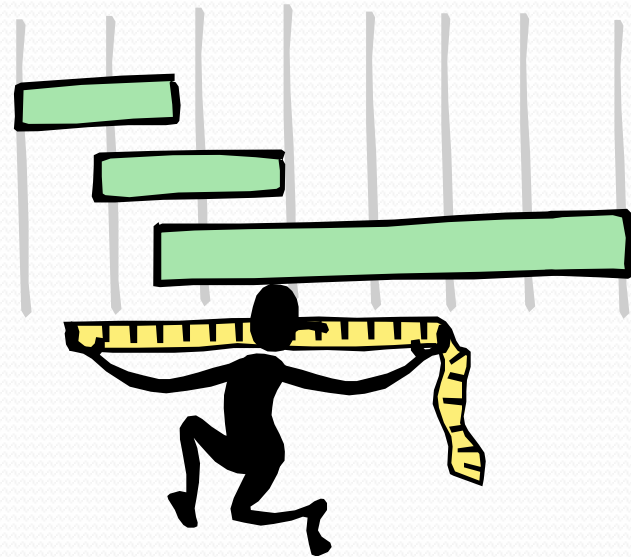


System *Certification*

- Certifies systems and not separate centers/offices
- Provides/rewards momentum for partners to work together
- Components – Based on feedback
 - Framework – Process (How we will do it)
 - Standards and Measures – Content (What we need to do/reach)

Oklahoma's Standards

- 3 Categories
- Developed by subcommittees using feedback
- Reviewed/recommended by
 - Task Force – 3 questions
 - Workforce Systems Oversight Committee
- Approved by GCWED



Outcomes

- Oklahoman's will have the right skills needed by employers
- Support for business
 - Location
 - Expansion
 - Retention
- Higher paying jobs
- Increased per capita income
- Facilitates efficient/profitable businesses
- Improved Oklahoma economic status

Why Important to Partner Organizations (WIIFMs)

- Streamlines services
- Provides greater service provision efficiencies (non-duplications)
- Identifies /addresses service gaps --opens new service options
- Creates a positive image
- Gains public support

What Is Your Role?

- Decide system alignment and certification are required
- Promote it
 - Staff
 - Community
- Support it
 - Staff
 - Community
- Reward it



Questions?



And for further information:

www.ok.gov/okworks/System_Certification_Overview/index.html